



Forsyth County SHERIFF'S OFFICE

Sheriff Ron H. Freeman

Date: February 2, 2019

To: Chief Deputy Grady Sanford

From: First Sergeant Mike Garrison, Office of Professional Standards

Ref: 2018 Annual Review of Agency Complaints

From January 1, 2018 to December 31, 2018, there were fifty-nine (59) complaints that were filed against deputies. All of these complaints were investigated by Internal Affairs (I.A.) or by the Deputy's direct supervision.

The type of complaints filed as well as the findings from each case are separated and listed below in two tables.

<u>Type of Complaint</u>	<u>Total</u>
Conduct Unbecoming On/Off Duty	6
Vehicle Operation/Driving Complaints	8
Neglect of Duty	15
Professional Image/Conduct	10
Rudeness	11
Violation of Law	3
Bias-Based/Racial Profiling	1
Traffic Detail	2
Other Policy Violation	3
Total Complaints	59

<u>Findings</u>	<u>Total</u>
Exonerated	12
Sustained	8
Unfounded	39

In 2018, there were thirty-two (32) more complains captured than in 2017. The highest number of complaints was in the category of Neglect of Duty, with fifteen (15) complaints. A thorough investigation resulted in two (2) Sustained and thirteen (13) Unfounded findings.



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The second largest complaint category was Rudeness. There were eleven (11) complaints; of which two (2) were, Exonerated and nine (9) were Unfounded.

The complaint category were there were there was a higher percentage of Sustained findings was Vehicle Operations. There were eight (8) complaints, of which three (3) were Sustained. These resulted in either verbal or written counseling to ensure our deputies understand the importance of safe vehicle operation.

There were no complaints resulting from a failure in policy, which ascertains that we are operation under sound policy and procedures, and training our deputies to conduct themselves with the utmost professionalism.

In 2018, there were no complaints made specifically against the agency. All complaints received were against individual employees.

Based on the number of complaints received in 2018 (59) vs. 2017 (27), the new process developed to capture complaints has been successful. The new process was implemented in November 2017, after there were only nine (9) complaints registered in 2016. The plan is to continue to utilize the current complaint process while making on going improvements whenever identified.